**PPG MEETING NOTES**

Held at Riverside Surgery, Halling on Monday 15th May 2025

**Present:**

Dr K Malladi, Kim Stoner, Mathew Dale, June Nicholson, Alison Dyer, Nigel Dyer, Janice Hillman, Margaret Punt, Maria Cook, Philip Badman and Neil Claydon.

At this meeting we discussed:-

**Staffing**

We are pleased to announce that the surgery now has a full complement of staff across all roles, not just within the medical team.

We have recently welcomed two new receptionists, Karen and Sian, who have joined us following the departure of Julie and Leah. Karen brings valuable experience from her previous role at Thornhills, while Sian is new to the position but is settling in well.

**Care Home at St Andrews Park**

Dr. Malladi informed the group that the new care home has now officially opened. We currently have 8 patients registered with us, with the potential for more as the home reaches capacity. The care home accommodates up to 66 residents, including 6 respite patients who will be temporarily registered with our practice during their stay.

Our dedicated care home team consists of Dr..Malladi, Anita (our pharmacist), and Chloe, who manages the administrative support. A separate email address has been set up specifically for the care home team to streamline communication.

Dr. Malladi visits the care home every Thursday following morning surgery to see any residents who require medical attention.

**My GP app**

Mr. Dale raised concerns regarding issues with the My GP app. However, this has not been formally reported to the surgery. We recommend that patients use the NHS app instead, as it is more user-friendly and reliable for accessing services.

**Telephones**

Dr. Malladi informed the group that starting from 7th June 2025, we will be implementing a new telephone system. The new system will feature a call-back option and allow patients to see how many people are ahead of them in the queue.

We will be using BabbleVoice, an NHS-approved system already in use by another local surgery, ensuring a reliable and efficient experience for our patients.

**Dispensing list validation - Cuxton**

Mrs. Hillman inquired about the patients who had lost their dispensing rights at Cuxton. Dr. Malladi clarified that the process is now complete. Some patients have successfully appealed the decision, and their appeals have been approved, allowing them to regain their dispensing privileges.

**Extension at Cuxton**

Mr. Badman asked whether there was a possibility of an extension at Cuxton Surgery. Dr. Malladi explained that while this option had been considered previously, it is unlikely to be feasible due to space limitations. Additionally, there are concerns about how the practice would remain operational during any potential building work.

However, Dr. Malladi mentioned that Halling Surgery could potentially be extended in the future, should the need arise.

All the patients involved in the PPG again informed Dr Malladi they are all happy with the service they receive from us.